

**THE LEADING PROVIDER OF
GOVERNMENT ENTERPRISE MANAGEMENT SOLUTIONS**

Statement of Work

Accela Automation Optimization
Columbus, Ohio

v5.4

September 16, 2011

Accela is the largest software company that makes government services available 24/7. Accela's solutions open up new and better ways for government to serve its citizens.

With implementations in more than 500 government agencies worldwide and more than 30 years of development and experience in the government software industry, Accela is uniquely qualified to help our customers connect people to government through easy, on-demand access to services that enhance their lives and drive economic prosperity.

For asset management, emergency response, permitting, planning, licensing, public health, public works, and more, Accela solutions empower agencies to unify its departments to automate workflow, track information, and manage data from a centralized database, while reducing workload and increasing efficiencies.

Accela Services provides analysis, design, development, and deployment services to successfully implement Accela solutions at your agency.

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DOCUMENT CONTROL

Date	Author	Version	Change Reference
8/19/2010	Philip Pease	1.0	Original
8/25/2010	Philip Pease	1.1	Updated Requirements Details
9/01/2010	Philip Pease	1.2	Added Effort Estimates & Updated requirements details
9/03/2010	Philip Pease	1.3	Added Updates on requirements details
9/09/2010	Philip Pease	1.4	Modified Deliverables verbiage and payment schedule
9/10/2010	Philip Pease	1.5	Updated Deliverables verbiage
9/17/2010	Philip Pease	2.0	Preformed updates resulting from SOW review call
9/22/2010	Philip Pease	2.1	Updated Accela Software Version running in Columbus Prod.
9/24/2010	Philip Pease	3.0	New version integrates Columbus provided anticipated results
10/19/2010	Philip Pease	3.1	Removed the URL Quick Link deliverable & distributed associated hours to remaining deliverables thus reducing potential for change orders on open ended deliverables such as the intake process optimization
11/24/10	Paul Denvir	4.0	Final edits.
2/16/11	Julie Salomon	5.0	Separate phases and revise pricing to reflect new approach and fully loaded rate.
2/17/11	Julie Salomon	5.1	Updated based upon Columbus feedback and remaining budget
3/17/11	Julie Salomon	5.2	Updated based upon Columbus DoT feedback.
6/29/11	David Margalit	5.3	Updated based on Columbus feedback and to ensure dates described in SOW are current and accurate.
9/16/11	David Margalit	5.4	Updated to adjust dates.

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OVERVIEW

Accela is committed not only to providing a superior software configuration for the current and future needs of the agency but also to assist the Agency in the successful implementation, deployment, and optimization of the software. A successfully installed system is not based solely on the offered functionality, but also on the expertise, experience, and clarity of the vendor and the agency's staff. Accela has over 25 years of providing planning, permitting and licensing systems for the public sector and is the only vendor in this market to have successfully installed and deployed a true 3-tier web-based architecture.

Accela will work with Agency staff to optimize Accela's portfolio of software, best practices, and customer experience to enable the Agency to successfully deploy its Accela Automation software and meet its functionality, timing and cost requirements. This Statement of Work ("SOW") sets forth a scope and definition of the consulting/professional services, work and/or project (collectively, the "Services") to be provided by Accela, Inc. ("Accela") to Columbus Ohio ("Agency").

Services Description

PURPOSE

Accela resources will partner with Columbus resources to perform specific platform optimizations to the existing installation of Accela products. In providing these optimizations, Accela will collaboratively partner with Columbus resources to implement the deliverables defined in the Work Description section(s).

PROJECT ASSUMPTIONS

- This SOW represents a total of 788.2 hours, allocated across two phases.
- Agency will allow for the no cost migration of hours between deliverables upon execution of an approved change order and assuming the TOTAL effort time of 788.2 hours is not exceeded as a result of the migration of hours between deliverables
- Agency and Accela will review their responsibilities before work begins to ensure that Services can be satisfactorily completed
- Agency will provide Accela with access to its equipment, systems, and personnel to the extent needed to complete the defined Services, including, but not limited to, internet access, access to Accela servers, VPN access to the Columbus network, and admin rights to all Accela servers
- Accela will implement / use the 7.05 version of Accela Automation
- Agency will maintain primary responsibility for the scheduling of Agency employees and facilities in support of project activities
- Agency will provide/purchase/acquire the appropriate hardware, software and infrastructure assets to support all required Accela software products in both support/testing and production environments as defined in the project schedule
- Agency is responsible for proper site preparation, hardware, and software and network configuration in accordance with Accela specifications. Accela specifications must be reviewed and approved by Agency
- Accela will be responsible for implementing a functioning version of the application software at the Agency (assuming the Agency has installed the proper hardware, software, and networking devices)

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- Accela will provide the Agency with a bi-weekly status report that outlines the tasks completed during the prior weeks, the upcoming tasks that need to be completed during the coming weeks, the resources needed to complete the tasks, a current version of the project plan, and a listing of any issues that may be placing the project at risk (e.g., issues that may delay the project or jeopardize one or more of the Production dates)
- The Agency will provide business process documentation as identified upon the acceptance of the Deliverable 1.
- Accela personnel will attend Agency executive steering committee meetings as needed
- Accela will approach this engagement with a focus on leveraging remote capabilities such as conference calling and WebEx sessions to mitigate costs associated with onsite travel. In phase I, it is assumed that there will be one on site meeting for analysis.

CRITICAL SUCCESS FACTORS

In order to successfully execute the services described herein, there are several critical success factors for the project that must be closely monitored. These factors are critical in setting expectations between the Agency and Accela, identifying and monitoring project risks, and promoting strong project communication.

- **Knowledge Transfer** - It is critical that Agency personnel participate in the analysis, configuration and deployment of Accela Automation in order to transfer knowledge to the Agency after production assistance tasks are completed by Accela Services, the Agency will be responsible for supporting Accela Automation. Accela with partner with Agency resources, upon Agency request, in the creation of "how-to" documentation associated with specific SOW deliverables. Agency resources will provide specific details regarding areas where "How-To" information is needed and/or a detailed list of questions needing addressed. Accela will then focus the contents of the resulting document on the Agency specified items.
- **Dedicated Agency Participation** – Accela fully understands that Agency staff members have daily responsibilities that will compete with the amount of time that can be dedicated to the Accela Automation implementation project. However, it is critical that the Agency acknowledges that its staff must be actively involved throughout the entire duration of Services as defined in the Project Plan. (Agency staff will be available as needed; Accela will provide advance notice of anticipated needs.) Accela will communicate insufficient participation of Agency and Accela resources through Project Status Reports, as well as the corresponding impact(s).
- **Deliverable Acceptance Process** - Implementation services for the above products are formalized through the deliverables defined in this document. Upon completion of each deliverable according to the acceptance criteria defined herein, Accela will provide the Agency with a Deliverables Acceptance Form to formalize acceptance and completion. The Deliverables Acceptance Form is subsequently signed by the appropriate Agency contact, as defined in the Project Charter, and faxed to Accela. Please refer to Appendix A to view a sample Deliverables Acceptance Form. Accela respectfully requests prompt attention to the processing of all Deliverables Acceptance Forms, as adherence to this timely process directly impacts the ability to complete the project in the desired timeframe.

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PROJECT MANAGEMENT

Accela will perform ongoing project management services throughout the optimization project in order to plan and monitor execution of the tasks in accordance with deliverables outlined in this Statement of Work, Phase I. Generally these services include the following:

- Project plan using Microsoft Project
- Project document management using Microsoft SharePoint
- Issue management and escalation log
- Status reporting
- Change order management (*as needed*)
- Project workspace management
- Accela/Agency resource management
- Executive project oversight and quality assurance

By mutual agreement some project management tasks may be shared between the Accela Project Manager and the Agency Project Manager.

PROJECT SCHEDULE

Upon execution of this SOW, the parties will subsequently collaborate to determine a start date for Services to be rendered. Upon initiation of these Services, the Accela Project Manager will work with Agency to collaboratively define a baseline project schedule. Given the fact that project schedules are working documents that change over the course of the project, the Accela Project Manager will work closely with the Agency to update, monitor, agree, and communicate any required changes to the project schedule.

Work Description

The following section describes the specific activities and tasks that will be executed to meet the business objectives and business requirements of the Agency. This agreement is identified as a Time & Materials (T&M) based. In support of the implementation effort as described above, Accela will provide the following detailed implementation services. For each deliverable, a description is provided as well as criteria for acceptance of the deliverable.

This Scope of Work is defined in two parts, Phase I Analysis and Phase II Implementation. The Phase I deliverables are clearly defined with estimated hours associated with the work to be performed with the Agencies concurrence. The Phase II Implementation deliverables will be detailed upon the acceptance of the optimization summary deliverable. Phase II is defined in this SOW as anticipated deliverables with an estimated total number of hours for the phase.

PHASE I: OPTIMIZATION ANALYSIS

DELIVERABLE 1: PROJECT INITIATION AND OPTIMIZATION ANALYSIS

Project initiation is an opportunity to ensure the project starts in a well-organized, structured fashion while re-confirming the Agency and Accela expectations regarding the implementation. This Deliverable is comprised of project planning activities, core project management documents and templates and the first

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on-site meeting conducted between the Agency and Accela after the signing of the SOW. A total of 15 hours have been allocated for this deliverable. Potential uses of the hours are listed below; however Accela will work with the Columbus project team to define and document specific uses of the hours.

- Finalize staffing for the project teams. Guidelines and recommendations for the Agency project staffing are addressed in the Project Resources and Location of Work section of this document
- Conduct conference calls and a remote kick off meeting. The objectives of these meetings include a formal beginning of the analysis process, a review of roles and responsibilities, and a review of the project scope.
- Establish Communication Plan and project logistics including communications norms, status reporting, issue/risk management, work locations, etc.
- Review and agree on Accela provided Project Status Report Template format
- Finalize and document formal deliverable acceptance and signoff procedures, identify team members that will be responsible for signoff from the Agency and Accela
- Finalize an integrated project plan that includes resource allocation for all tasks (in cooperation with the Agency Project Manager)

The Project Initiation Meeting includes a remote presentation by the project team to review project objectives, methodology, timeline, roles and responsibilities, risks, and other key project elements. Accela will provide project meeting information prior to this remote meeting, so Agency staff will have an opportunity to review and identify questions that can be discussed during the session.

In terms of specific output, the following will be executed for this deliverable:

- Baseline Project Plan (MS Project)
- Project Status Report Template (MS Word)
- Project Kick-off Initiation Meeting Minutes

Accela Responsibilities:

- Provide timely and appropriate responses to Agency's request for information
- Coordinate project planning activities
- Communicate the Accela Implementation Methodology ("AIM") that will be used by Accela to deliver Services
- Complete Baseline Project Plan, Project Status Report Template, and Project Kick off Presentation deliverables with input from appropriate Agency resources

Agency Responsibilities:

- Identify and set expectations with key resources and subject matter experts for ongoing participation in the project
- Provide timely and appropriate responses to Accela's requests for project planning input and meeting logistics requests
- Review of the Project Plan, understanding that it will be updated as a result of analysis activities
- Review of the Project Status Report Template

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Acceptance Criteria:

- Acceptance/Sign-off of the Project Status Report Template
- Acceptance/Sign-off of the Project Plan
- Completion of remote Kick-off Initiation Presentation
- Completion of Project Initiation Meeting

DELIVERABLE 2: SYSTEM OPTIMIZATION SUMMARY

Optimization Analysis is comprised of the activities required to define the delivery of requested optimizations to Accela Automation for the Agency. Accela will work closely with designated Agency personnel and will conduct deliverable focused analysis sessions to capture the details pertinent to the optimizations requested by the Agency.

Accela's Project Manager will coordinate the compilation of the information collected during the Optimization Analysis into a System Optimization Summary Document that will detail the deliverables. The System Optimization Summary Document will include the following components for each Optimization deliverable –

- Define and review potential optimizations, including performance, business operational efficiencies and product implementation
- Overview of impacts of the optimization (i.e. changes end users will experience)
- Dependencies on the completion of optimization (i.e. reliance on completion of other tasks, compatibilities with vendor software modules, etc...)
- Resource requirements (Accela and Agency) necessary to complete the optimization
- Assumptions associated with the optimization
- Summary of critical delivery date drivers (if applicable)

The Project Team, consisting of representatives from both Accela and the Agency, will conduct a formal review of the System Optimization Summary Document for the purpose of approval and sign-off on the deliverable.

In terms of specific output, the following will be executed for this deliverable:

- System Optimization Summary Document (MS Word/MS Excel)

Accela Responsibilities:

- Conduct analysis sessions to capture details to be included in the System Optimization Summary
- Conduct interviews via email, WebEx, phone, and in person to gather and validate analysis input
- Perform optimization analysis data gathering activities through workshops activities
- Prepare and complete System Optimization Summary Document

Agency Responsibilities:

- Provide timely and appropriate responses to Accela's request for information

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- Make available the appropriate Agency key users and content experts to participate in the optimization analysis and verify the accuracy of the documented information
- Provide applicable business process documentation (if available), including process flows (if available); fee schedules; commonly used applications, reports and forms; and other relevant information
- Schedule participants and meeting locations for analysis activities (as needed)
- Review of the System Optimization Summary Document

Acceptance Criteria:

- Acceptance/Sign-off of the System Optimization Summary Document
 - Indicating that the content accurately reflects the optimization details to be configured in the Accela platform

DELIVERABLE 3: REVISED STATEMENT OF WORK

Accela will further refine the phase II statement of work based upon the analysis and recommendations determined in Phase I. A revised Statement of Work will define the planned hours, anticipated deliverables and expected outcomes for the implementation. The Agency will review and approve the revised statement of work.

Accela Responsibilities:

- Define scope and summary of Phase II optimization deliverables
- Hours assigned to the Phase II deliverables
- Draft the Phase II Statement of Work

Agency Responsibilities:

- Provide timely and appropriate responses to Accela's request for information
- Make available the appropriate Agency key users and content experts to participate in the Phase II Design and Implementation and gain concurrence on the deliverables

Acceptance Criteria

- Acceptance/Sign-off of the Revised Statement of Work

PHASE II: IMPLEMENTATION

The following anticipated deliverables outline the activities Accela expects to perform during Phase II of the project. The deliverables are defined as work packages with hours associated only for the entire Phase II effort. At the completion of Phase I, a revised Scope of Work will detail out the work efforts of agreed upon deliverables with the Agency and hours associated with each deliverable.

A total of **1 year** is estimated for delivery of this project. If the project schedule expands beyond 1 year then a time and materials Change Order must be agreed upon by both Accela and the Agency in order to proceed beyond 1 year.

DELIVERABLE 4: PROJECT MANAGEMENT AND QUALITY ASSURANCE

Accela will perform ongoing project management and quality assurance services throughout the optimization in order to plan and monitor execution of the project in accordance with deliverables outlined in this Statement of Work. Project Management hours will be distributed across the individual deliverables and associated deliverable invoices will include Project Management costs. The Project Management hours allocated to each deliverable are outlined in the SOW Services Pricing section.

Anticipated deliverable:

- Bi-weekly Status Reports
 - Utilize the accepted Phase I: Status Report Template

DELIVERABLE 5: ACCELA AUTOMATION VIRTUALIZATION

Accela will provide professional services to migrate the Accela Automation environment to a virtualized platform as defined by the client in accordance with requirements and assigned hours established and agreed upon within the Optimization Summary Document.

- Completion of user acceptance testing for the virtualization
- Approval of acceptance of virtualization

DELIVERABLE 6: ACCELA AUTOMATION INTEGRATION WITH BENTLEY DOCUMENT MANAGEMENT PLATFORM

Accela will provide professional services to create an interface between the Accela Automation environment and the Bentley Document Management Platform (implemented within the client environment) as defined and within the hours agreed upon in the Optimization Summary Document.

- Completion of user acceptance testing for the Bentley Imaging Platform Interface
- Approval of acceptance of the Bentley Imaging Platform Interface

DELIVERABLE 7: OPTIMIZATION OF ACCELA AUTOMATION GIS

Accela will provide professional services to update and optimize the Accela GIS module for the Agency as defined and within the hours agreed upon in the Optimization Summary Document. Anticipated deliverables:

- Completion of user acceptance testing for the Accela GIS
- Approval of acceptance of the Accela GIS update

DELIVERABLE 8: ACCELA CITIZEN ACCESS CAP ADDITIONS

Accela will provide professional services to update the Accela Citizen Access module for the Agency as defined and within the hours agreed upon in the Optimization Summary Document.

- Completion of the user acceptance testing for the Accela Citizen Access
- Approval of acceptance of the Accela Citizen Access update

DELIVERABLE 9: ACCELA AUTOMATION FEE SCHEDULE UPDATES AND MODIFICATIONS

Accela will provide professional services to update the Accela Automation Fee Schedule for the Agency as defined and within the hours agreed upon in the Optimization Summary Document.

- Completion of the user acceptance testing for the Accela Automation Fee Schedule
- Acceptance of the Accela Automation Fee Schedule

DELIVERABLE 10: ACCELA AUTOMATION INTAKE PROCESS OPTIMIZATION

Accela will provide professional services to update the Accela Automation to streamline intake processes for the Agency as defined and within the hours agreed upon in the Optimization Summary Document.

- Completion of the user acceptance testing for the Accela Automation intake process
- Acceptance of the Accela Automation intake process

DELIVERABLE 11: ADMINISTRATIVE AND TECHNICAL TRAINING

Accela will provide training for Agency staff that focuses on the administration, maintenance, and augmentation of its Accela Automation optimizations. Our aim at Accela is to educate Agency resources on all aspects of Accela Automation Optimizations in an effort to ensure the Agency is self-sufficient. This allows the Agency to best react to changing requirements and ongoing maintenance, which can allow the Agency to be reactive and significantly reduce system maintenance costs over time. All training will be completed with the scope and hours defined in the approved/agreed upon Optimization Summary document.

- Accela Optimization Overview Sessions
- Other Training as defined within the Optimization Summary Documentation

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SERVICES PRICING

The scope of Services contained in this SOW is priced specifically based on the following chart. This chart represents a high-level overview of the deliverables that are in scope.

It is acceptable, via an approved and formally executed Change Order, to move hours between the specified deliverables so long as the TOTAL effort hours needed to complete all deliverables does not exceed the specified TOTAL effort hours of 788.2. Any changes resulting in a requirement to exceed the specified 788.2 hours will require additional funding from the Agency executed via an approved and formally executed Change Order.

PHASE I Optimization Analysis		
Deliverable Description	Hours Associated	Cost Associated
Deliverable 1 –Project Initiation and Optimization Analysis	45	\$8,842.50
Deliverable 2 –System Optimization Summary Document	60	\$11,790.00
Deliverable 3 – Revised Scope of Work	16	\$3,144.00
PHASE I Optimization Analysis Total	121	\$23,776.5
PHASE II Implementation		
Anticipated Deliverables	Estimated Hours	Cost Associated
Deliverable 4 – Project Management and Quality Assurance	<i>See distribution summary below</i>	<i>See distribution summary below</i>
Deliverable 5 – Completion of Virtualization	667.2	\$131,108.78
Deliverable 6 – Completion of Bentley Imaging Interface		
Deliverable 7 – Completion of GIS Proximity Alerts		
Deliverable 8 – Completion of ACA CAP Development		
Deliverable 9 – Completion of Fee Schedule Rebuild		
Deliverable 10 – Completion of Accela Intake Process Optimization		
Deliverable 11 – Training		
PHASE II Implementation Total	667.2	\$131,108.78
Grand Total	788.2	\$154,885.28

PAYMENT SCHEDULE

Accela invoices the client based on the acceptance and completion of project deliverables outlined in this statement of work. The timeline for the completion of deliverables is captured in MS Project format; however is subject to updates/changes resulting from planned analysis activities. If the project requirements become inclusive of effort beyond the requirements defined as a result of Deliverable 1 within this statement of work, a change order will be needed to sufficiently amend the payment schedule and project plan/timeline.

The deliverables in this SOW are defined and estimated on a not-to-exceed hours limit for Accela resources to complete tasks relating to specified deliverables. If these deliverables are signed-off by Agency and Accela as complete and there are hours remaining associated to the deliverable, then these unused hours will remain available for the Agency to re-use on remaining SOW deliverables. Agency and Accela PMs will execute an Internal Project Scope Modification sign-off document at no-cost to the Agency that will define the purpose and number of hours that will be re-used.

Accela will coordinate with Agency leadership to determine the best path in reassignment of hours (including additional work to be completed, de-booking of remaining hours, etc...), in the event that there are unused hours remaining after the Optimization deliverables outlined within this SOW are fully accepted by Agency.

TIME AND EXPENSES

The hourly rate is \$196.50 and is fully inclusive of out of pocket expenses that may be incurred by the Accela team. It is anticipated that there will be no more than 10 trips throughout the duration of the project.

ACCEPTANCE

The Services contracted for in this SOW will be considered Accepted when all Deliverables defined in the Work Description Section have been signed-off/accepted by Agency as defined for each Deliverable.

TERMS

The pricing and terms of this proposal are valid until October 31, 2011. If this Statement of Work is accepted after this date all pricing and terms may not be valid.

Project Resources and Location of Work

WORK LOCATION

Services contracted under this SOW may be performed remotely and/or at the Agency's on-site facilities as deemed appropriate and reasonable for the successful completion of the Services detailed herein.

AGENCY RESOURCES

Agency must fill the appropriate roles with the appropriate personnel to work together with the Accela Engagement Team for these Services and that Agency will make available additional resources as needed for the Services to be successful. Agency roles can be filled by the same person. In addition, Agency will

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provide all necessary technical resources to make appropriate modifications within any Agency systems wishing to integrate with any Accela systems. These resources must be proficient in Agency coding/development environment and tools, to make the required changes to their software to enable integration and must be available during the timeframe of these Services. Agency roles include Sponsor, Project Manager, Technology Manager, and Business Lead(s) for each Division/dept being implemented, Super User trainers, and others as appropriate.

Agency Resources	Description
Project Sponsor	Responsibilities include: <ul style="list-style-type: none"> • Ultimate responsibility for the success of the project. • Creating an environment that promotes project buy-in. • Driving the project through all levels of the agency. • High-level oversight throughout the duration of the project.
Project Manager	Responsibilities include: <ul style="list-style-type: none"> • Overall administration, coordination, communication, and decision- making associated with the implementation. • Planning, scheduling, coordinating and tracking the implementation with Accela and across departments within the agency. • Ensuring that the project team stays focused, tasks are completed on schedule, and that the project stays on track.
Technology Manager	Responsibilities include: <ul style="list-style-type: none"> • General maintenance of the system, specifically as the lead for application of software patches and upgrade releases to prepare, test, etc. • Planning, scheduling, coordinating and tracking the implementation with Accela and across the disciplines of GIS admin, Web Admin, DBA, Legacy System Admin, Help Desk, and specific technical leads
Division/Departmental Business Leads	A user representative for each affected department must be appointed. These critical appointments may well determine the success of the implementation for their respective areas. Responsibilities include: <ul style="list-style-type: none"> • Attending requirements workshop sessions • Willing and able to gather data and make decisions about business processes • Assist in the creation of specifications for reports, interfaces & conversions • Review and test the system configuration

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	<ul style="list-style-type: none"> • Participating in the implementation of the Accela Automation solution
Division/Departmental Subject Matter Expert (SME)	<p>Responsibilities include:</p> <ul style="list-style-type: none"> • Being trained on the Accela Automation system at a System Administration level. • Being fully engaged in the Business Analysis and system configuration activities. • Assist internal efforts towards the creation of reports, interfaces & conversions. • Assist in the review and testing of the system configuration. • Actively participate in the full implementation of the Accela Automation solution.
Technical Lead	<p>Responsibilities include:</p> <ul style="list-style-type: none"> • Primary responsibility for the technical environment during the software implementation. • Ensure that servers, databases, network, desktops, printers, are available for system implementation and meet minimum standards • Work with Accela technical personnel during implementation • Maintain test and production databases • Perform day-to-day maintenance of the system and install maintenance releases • Act as the primary technical resource for troubleshooting problems • Establish and maintain backup, archival, and other customary maintenance and housekeeping activities

ACCELA RESOURCES

Accela will assign key Professional Services resources for this engagement with Agency. These individuals are well versed in the Accela Automation application, and are well qualified to lead this effort. Accela's Project Manager shall assume full responsibility for the coordination of this team and its interaction with key Agency resources assigned to the effort

Accela Resources	Description
Project Executive	<p>Responsibilities include:</p> <p>The Project Executive oversees the project's progress/direction and works with the Project Manager to ensure efficiency, consistency and quality in delivery of Accela implementations. The Project Executive actively participates in a project director/executive role. The Project Executive will meet with Agency Executives</p>

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	monthly or upon request throughout the duration of the project.
Project Manager	<p>The Accela Project Manager is responsible for the overall project management and works directly with the client throughout all aspects of Accela implementations: from the initial scoping, planning, staffing to delivery. The Project Manager undertakes the project administration tasks including:</p> <ul style="list-style-type: none"> • Project plan management • Change order management • Issue log management and escalation • Status reporting • Project workspace management • Resources management • Work plan management • Meetings management • Project review with Project Executive <p>In addition, the Project Manager will actively participate in leading the System Configuration Analysis sessions and will be responsible for the creation of the System Configuration Document.</p>
Senior Implementation Consultant	<p>The Senior Implementation Consultant assigned to the project will have major experience in the business process as well as the product functionality and is responsible for:</p> <ul style="list-style-type: none"> • Business analysis activities: Mapping the client's business processes and requirements to the functionality of Accela's products and the creation of solution design • Leading system configuration activities • Providing training/mentoring to agency staff • Recommend industry best practices to agency to enhance business processes • Guide agency on how best to configure the system based on past experiences and software expertise
Implementation Consultant	<p>Implementation Consultant resources work mainly on:</p> <ul style="list-style-type: none"> • The configuration of the system to match the System Configuration document • Build activities within the project, such as conversion data mapping, creation of report and interface specification
Technical Consultant	<p>Accela Technical Consultants are involved in all areas that require technical involvement such as:</p>

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	<ul style="list-style-type: none">• Application installation and setup (Accela Automation, Accela GIS, Accela Mobile Office, and Accela Citizen Access)• Report definition and creation• Event Manager Script definition and programming• Database Conversions and data mapping assistance
Training Consultant	Conducts Accela Training classes with assistance from Implementation consultants.

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SIGNATURE

Agency acknowledges that it has read this SOW, understands it and agrees to be bound by its terms and conditions. The parties agree that by signing the Service Agreement, this SOW is also being agreed to.

Accepted By: Technology Sponsor City of Columbus Department of Technology	Accepted By: Agency Sponsor City of Columbus Department of Building and Zoning Services
By:	By:
Print Name:	Print Name:
Title:	Title:
Date:	Date:

Accepted By: Accela, Inc.
By:
Print Name:
Title: Vice President of Services
Date:

APPENDIX A – DELIVERABLES ACCEPTANCE FORM

DELIVERABLES ACCEPTANCE FORM

Please acknowledge acceptance by:

<p>A</p> <p>Sign and fax this document to:</p> <p>Accele, Inc. YOUR NAME YOUR TITLE Tel: Fax:</p>	OR	<p>B</p> <p>Email this document as an attachment to:</p> <p>YOUR EMAIL</p>
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Date:	
Agency Name:	
Approving Agency Manager:	
Accele Manager:	
Project Name / Code:	
Contract / Agreement #:	

Agency agrees that Accela has successfully completed the following Deliverables:

Deliverable #	Source / Reference Details	
	SOW	

Agency agrees that Accela has successfully completed the Deliverables described above in accordance with the terms of the related Contract/Agreement.

APPROVALS:

Agency Name

Signature

Title

Date

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APPENDIX B – INTERNAL PROJECT SCOPE MODIFICATION FORM

Agency: _____
Initiating Department: Services

SM #: _____
Date: _____

Change Category: Product Project Contract Maintenance

PROJECT CHANGE DESCRIPTION/TASK SUMMARY:

Purpose: summarize in 1 sentence the purpose of the Scope Modification

Description: thorough description of proposed modification

Accela Roles: thorough definition of roles and expectations of Accela tasks

Agency Roles: thorough definition of roles and expectations of Agency tasks

Acceptance Criteria: thorough definition of acceptance criteria

Total Project Schedule Impact: list net impact to project schedule

Total Project Resource Impact: list net resource impact

Total Project Hours Impact: list net hours impact

DISPOSITION COMMENTS: list additional notes as needed

Disposition: Approved Rejected Closed See Comments

Date: _____

SIGNATURE AND ACCEPTANCE

The above Services will be performed in accordance with this Internal Project Scope Modification/Work Authorization and the provisions of the Contract for the purchase, modification, and maintenance of the Accela systems. The approval of this Scope Modification will act as a Work Authorization for Accela and/or Agency to perform work in accordance with this document. This Scope Modification takes precedent and

Accepted By: Agency Project Manager	Accepted By: Accela, Inc. Project Manager
By: _____	By: _____
Print Name: _____	Print Name: _____
Title: _____	Title: _____
Date: _____	Date: _____

supersedes all other documents and discussions regarding this subject matter.